

### Frequently Asked Questions for Tutees during Online Instruction

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**Q1: How do I access my tutoring sessions?**

Look for an email from your tutor on how to access your sessions. They have been instructed to use WebEx, an online meeting platform, and should invite you to join virtually. Here are [video instructions](#) and [PDF instructions](#) on how to use WebEx for tutoring.

**Q2: Will the Academic Success Center Office be open?**

The ASC physical office will open on August 3 and remain open throughout the fall semester. To get connected with us, you can call the ASC at 515-294-6624, contact [tutorsrv@iastate.edu](mailto:tutorsrv@iastate.edu) or our find [specific staff contact info](#).

**Q3: When are tutoring sessions held?**

Sessions are twice a week for 50 minutes. They are scheduled by your tutor based on availability of all group members. Sessions take place at a consistent day and time throughout the entire semester (CDT).

**Q4: What if a session time(s) no longer works for me?**

Please reach out to your tutor and ask if they're willing to change a session time. Most tutors and other tutees may have flexible schedules and can accommodate a new session time.

**Q5: Will attendance be taken during these online sessions?**

Yes. Attendance will still be taken and normal session fees apply. Please contact your tutor if you can't join a session or if you'll be late. Please contact Rebecca Nation at [rgnation@iastate.edu](mailto:rgnation@iastate.edu) if tutoring fees are a concern at this time.

**Q6: What if video connectivity or internet connection isn't accessible?**

Please notify your tutor and they should be able to work with you. You have the option to join a virtual WebEx session without video, use the chat feature, or call in on a phone if needed.

**Q7: Is tutoring a guarantee during this time?**

We do our best to match every tutoring request we receive, and are consistently able to match over 80% of tutee requests. We match over 90% of tutee requests in 100 and 200-level courses.

Due to potential and/or unforeseen technological challenges, some sessions may be modified, cancelled, or suspended. In all cases, communication will be sent as soon as possible to notify you of any changes to your regularly scheduled tutoring sessions and you will not be charged for sessions that are cancelled.

# IOWA STATE UNIVERSITY

## Academic Success Center

### **Q8: Will my sessions still be interactive?**

Tutors should still engage tutees in meaningful activities during their sessions. This set-up is new for everyone, so patience and understanding while we learn together is appreciated, but feel free to provide feedback to your tutor on what's working well and what can be improved.

### **Q9: Can tutors continue to facilitate in-person sessions if they choose?**

No. In order to provide consistent and accessible tutoring, sessions are to only be held online.

### **Q10: Can I still switch tutoring groups?**

If you have contacted your tutor and they aren't able to change the time(s) of a tutoring session, you can still request a change by logging in and select 'Request Change' and enter your reason. Our staff will get back to you shortly.

### **Q11: What if I no longer want to be a part of my tutoring group?**

Online tutoring isn't for everyone, though we hope you'd like to remain engaged with your tutoring group. Please log in [www.tutoring.iastate.edu](http://www.tutoring.iastate.edu) and select the 'Withdraw' button on your homepage to fully remove your tutoring request.